



Tom Tindall  
Director

COUNTY OF LOS ANGELES  
Internal Services Department

1100 North Eastern Avenue  
Los Angeles, California 90063



*To enrich lives through effective and caring service.*

Telephone: (323) 267-2101  
FAX: (323) 264-7135

June 24, 2010

To: Each Supervisor

From: Tom Tindall  
Director

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT  
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 7E-1294**

This is to notify you of ISD's intent to amend ITSSMA Work Order 7E-1294 with Logic House, Ltd. to increase the amount by \$172,640 for a maximum Work Order amount of \$787,640 and to extend the Work Order term through July 31, 2011. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

#### **BACKGROUND**

ISD's Technology Division uses ITSSMA to augment its technical resources and to help County departments meet their Information Technology needs. This Division is responsible for maintaining Unisys & IBM mainframe systems that host critical County applications. The subject Work Order provides a senior technical consultant in the area of Unisys Operating System (OS) software products. This consultant performs software upgrades and provides ongoing technical support of these system software products for the customer applications on the Unisys mainframe.

In June 2009, the ARS application for the Child Support Services Department, the largest application on the Unisys mainframe, completed migration to a statewide system called California Child Support Automation System. The Unisys mainframe was then downsized to support the remaining workload which is now being redeployed off the Unisys mainframe. It is projected that all of this remaining workload will be redeployed by the end of June 2011. The Unisys Data Center will then be closed.

#### **SCOPE OF WORK**

Under the direction of an ISD Project Manager, the consultant working under this Work Order performs the following specific services:

- Reviews, installs, generates tests, and implements new releases of Unisys system software including OS-2200, FAS, SIMAN, TIP system utilities, and other system software products as directed.



- Prepares technical documentation including new product impact assessments, technical bulletins, and detailed test plans.
- Analyzes Unisys OS software and mainframe hardware problems. Assists operations personnel with system recovery. Provides solutions by obtaining vendor corrections, and/or developing local corrections.
- Provides technical support for the Unisys mainframe systems (Dorado 280 and IX 6800) by offering recommendations regarding system configurations and software upgrades, and implementing necessary software changes to the operating system software.
- Provides technical support in the development and implementation of the Local Recovery Center for the Unisys Data Center.
- Develops, upgrades, and maintains file system utility programs as needed to maintain compatibility with the new operating system and/or to improve performance.

## JUSTIFICATION

ISD's Technology Division acquired one Unisys OS consultant in July 2006. This was done to fill a void in providing technical services in critical support areas due to the death of the incumbent senior staff. The skill sets provided by the consultant are critical to the performance of the specific tasks described above and in the Work Order's Statement of Work. The Technology Division needs to retain the services of this consultant to provide adequate technical support services to current Unisys applications for the Department of Children and Family Services (DCFS), and the Department of Public Social Services (DPSS).

The Automated Provider Payment System (APPS) for DCFS is being converted to an IBM/DB2 application. The MAPPER/GROW application for DPSS is planned for migration to a Windows Server. The completion of this re-platform work is targeted for the end of June 2011.

APPS is considered by DCFS to be a mission critical application that supports payments to foster care and adoption providers for their services in caring for children removed from their homes due to abuse, neglect and exploitation. As such, failure to make these payments in a timely manner could result in safety issues for these children.

GROW (General Relief Opportunity for Work) is an automated MAPPER application that supports the General Relief Program (GRP) for the County. It includes case assignments, case management, scheduling, and tracking GRP referrals for GROW activities. The GROW application is a mission critical application for DPSS supporting up to 200 concurrent online transactions during daytime hours.

Following the departure of the ARS application from the Unisys Data Center in June 2009, ISD's Technology Division implemented a strategic plan to minimize the number of permanent full-time employees supporting the Unisys mainframe system. This was accomplished through personnel reassignments, re-training and transfers. As of May 2010,



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four full-time employees have transferred out of the Unisys System Section and two have retired, leaving two consultants and two full-time permanent employees.

Permanent staff is not being trained to provide Unisys support because of the limited expected life of the Unisys environment. The retention of this consultant is necessary to meet this relatively short-term need. The consultant has proven to be highly skilled and capable of continuing to meet this need. An alternative consultant would result in a potential reduction in service, lost time in training the new consultant, and additional costs associated with the rebidding process.

Until the final shutdown of the Unisys Data Center occurs, it is imperative that the Technology Division maintain a minimum qualified support staff for key areas of hardware and operating system software in support of dependent customer departments.

#### **FISCAL IMPACT**

The consultant's hourly rate on the proposed Work Order extension will remain the same. The total amount of this extension is \$172,640. Funding is allocated in the ISD Services and Supplies budget for fiscal year 2010-2011. Costs are recovered through chargeback for computer system utilization to County departments.

#### **NOTIFICATION TIMELINE**

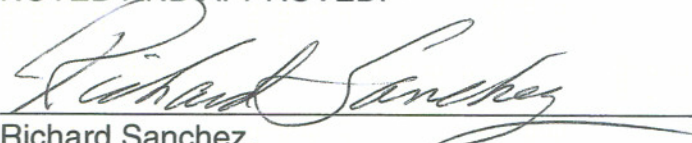
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

If there are any questions or comments, your staff may contact me or Dave Chittenden, General Manager, Information Technology Services, at (562) 940 -2901.

HP:jr

c: Chief Executive Officer  
Executive Office, Board of Supervisors  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez,  
Chief Information Officer